

Enterprise Incident Report April 2011

As of 5/2/2011

Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution			
	High	Low	Medium	FCR Total
Insurance	1	95	1	97
	0	13	0	13
Customer Company Total	1 0	95 13	1 0	97 13

Enterprise Incident Report April 2011

As of 5/2/2011

Insurance

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Insurance	1 0	95 8	1 0	97 8
Customer Company Total	1 0	95 8	1 0	97 8

Enterprise Incident Report April 2011

As of 5/2/2011

Insurance

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Insurance	1 0.26	95 2.53	1 0.00	97 2.48
Customer Company Total	1 0.26	95 2.53	1 0.00	97 2.48

Enterprise Incident Report April 2011

As of 5/2/2011

Insurance

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Insurance	1 0	95 4	1 0	97 4
Customer Company Total	1 0	95 4	1 0	97 4

Enterprise Incident Report April 2011

As of 5/2/2011

Insurance

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Insurance	1 0.84	95 3.14	1 0.00	97 3.08
Customer Company Total	1 0.84	95 3.14	1 0.00	97 3.08

Enterprise Incident Report April 2011

As of 5/2/2011

Insurance

Detail

INC000000278906	Eric Showgren	Application	Reporting	None		TIR Missed: Yes	TIR: 208.39
	Application Support	Scott VanderLinden	Insurance	Low	Resolved	TTR Missed: Yes	TTR: 208.39
INC000000289572	Katy Ball	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000290200	Richard Grieser	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.01
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.43
INC000000290258	Carrie Monnier	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000290708	Neal Gooch	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.55
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.68
INC000000290709	Suzette D Green-Wright	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000290769	Suzette D Green-Wright	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000290852	Tomasz Serbinowski	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000290906	Colette Sawyer	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000291327	Luanne Winters	Application	Reporting	None		TIR Missed: No	TIR: 0.17
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.17
INC000000292190	Jaimee George	Network	Password	None		TIR Missed: No	TIR: 0.07
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.77
INC000000292230	Heidi Petermann	Application	Reporting	None		TIR Missed: No	TIR: 0.06
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.46
INC000000292419	Jaimee George	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000292567	Grace Reinhart	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000292603	William Stimpson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.09
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.14
INC000000292612	Jaimee George	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00

Enterprise Incident Report April 2011

As of 5/2/2011

Insurance

INC000000292773	Betsy Jerome	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support	Kyle Pettit	Insurance	Low	Closed	TTR Missed:	No	TTR:	1.30
INC000000292858	Troy Stover	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support	Kyle Pettit	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000292901	Nancy Askerlund	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support	Kyle Pettit	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.11
INC000000292993	Ross Elliott	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000293426	Dan Applegarth	Application	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000293570	Adam Martin	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000293761	Sandy Glaze	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.16
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.27
INC000000293939	Luanne Winters	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000294057	Meldee Love	Application	Error	None		TIR Missed:	Yes	TIR:	13.24
	Capitol Hosting	Patrick Funk	Insurance	Low	Resolved	TTR Missed:	Yes	TTR:	35.73
INC000000294281	Aaron Phillips	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000294499	Silmara Charlesworth	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000294610	Tanji Northrup	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000294617	Tanji Northrup	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000294621	Tanji Northrup	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000294976	Weimei Ye	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.17
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.39
INC000000295515	Betsy Jerome	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000295522	Suzette D Green-Wright	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00

Enterprise Incident Report April 2011

As of 5/2/2011

Insurance

INC000000295525	Sandra Christensen	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000295541	Betsy Jerome	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000295727	Colette Sawyer	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.35
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.46
INC000000295882	Jilene Whitby	Application	None	Novell GroupWise		TIR Missed: Yes	TIR: 1.11
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 1.62
INC000000295892	Brent Oscarson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	TIR: 1.06
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 1.65
INC000000296621	Brent Oscarson	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000296837	Carolyn Maynard	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000297153	Carolyn Maynard	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000297155	Jilene Whitby	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000297156	Anne Stewart	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000297158	Tanji Northrup	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000297161	David Flores	None	None	None		TIR Missed: No	TIR: 0.11
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.13
INC000000297164	Teresa Trusty	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000297557	Sandra Christensen	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000297668	Shane Sadler	Application	Reporting	Internet Explorer		TIR Missed: No	TIR: 0.12
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 5.65
INC000000297856	Ross Elliott	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000297924	Jilene Whitby	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.44
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 3.35

Enterprise Incident Report April 2011

As of 5/2/2011

Insurance

INC000000298073	Jilene Whitby	Application	Error	None		TIR Missed: No	TIR: 0.12
	Application Support	Terry Davis	Insurance	Low	Resolved	TTR Missed: No	TTR: 5.59
INC000000298166	Ross Elliott	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000298169	David Snowball	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000298174	Ross Elliott	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.10
INC000000298300	Armand Glick	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.26
	Application Services	Tony Larsen	Insurance	High	Resolved	TTR Missed: No	TTR: 0.84
INC000000298396	Nancy Askerlund	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Medium	Resolved	TTR Missed: No	TTR: 0.00
INC000000298545	Armand Glick	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000298570	Luanne Winters	Application	Error	ARIES		TIR Missed: Yes	TIR: 2.52
	Billing	Kimberly Aikens	Insurance	Low	Resolved	TTR Missed: No	TTR: 2.52
INC000000298750	Suzette D Green-Wright	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000298870	Ross Elliott	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000299213	Ross Elliott	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000299236	Ross Elliott	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000299257	Karon Hardman	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000299595	Adam Martin	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000300151	Teresa Trusty	Network	Error	None		TIR Missed: No	TIR: 0.45
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.90
INC000000300226	Travis Wegkamp	None	None	None		TIR Missed: No	TIR: 0.75
	Help Desk	James Stearns	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.75
INC000000300297	Cheryl Alexander	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00

Enterprise Incident Report April 2011

As of 5/2/2011

Insurance

INC000000300323	Travis Wegkamp	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000300641	Steven B. Price	None	None	None		TIR Missed:	No	TIR:	0.91
	Application Support	Kyle Pettit	Insurance	Low	Resolved	TTR Missed:	Yes	TTR:	6.73
INC000000300645	Travis Wegkamp	None	None	None		TIR Missed:	No	TIR:	0.83
	Application Support	Kyle Pettit	Insurance	Low	Resolved	TTR Missed:	Yes	TTR:	6.69
INC000000300770	Joyce Maher	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000301159	Steven B. Price	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000301168	Travis Wegkamp	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000301171	Steven B. Price	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000301425	Suzette D Green-Wright	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000301440	Steven B. Price	Application	Password	PGP		TIR Missed:	No	TIR:	0.13
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.79
INC000000301568	Steven B. Price	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Application Services	Martin Gonzalez	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000301576	Steven B. Price	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000301630	David Gaines	Application	Reporting	Internet Explorer		TIR Missed:	Yes	TIR:	1.79
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	2.29
INC000000301720	Steven B. Price	PC/Laptop	Password	None		TIR Missed:	No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000301859	Travis Wegkamp	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.79
	Capitol Hosting	Doug Law	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.79
INC000000301874	Steven B. Price	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.72
	Capitol Hosting	Doug Law	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.72
INC000000301886	Silmara Charlesworth	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000302232	Donald Catmull	Application	Reporting	PGP		TIR Missed:	No	TIR:	0.23
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	1.42

Enterprise Incident Report April 2011

As of 5/2/2011

Insurance

INC000000302423	Travis Wegkamp	Server	None	State Payroll Time Entry System	TIR Missed: Yes	TIR: 1.14
Help Desk	Eileen Dubach	Insurance	Low	Resolved	TTR Missed: No	TTR: 2.11
INC000000302545	Steven B. Price	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000303046	Aaron Phillips	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000303256	Silmara Charlesworth	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.09
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.38
INC000000303260	Aaron Phillips	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000303378	Clarissa Crisp	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: Yes	TIR: 2.47
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 2.47
INC000000303555	Michael Covington	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	TIR: 0.25
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.25
INC000000303707	Daryl Bell	Telecom	Dial Tone	Telephone	TIR Missed: No	TIR: 0.37
Voice Operations	Annette Nielsen	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.44
INC000000304362	Travis Wegkamp	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000304371	Steven B. Price	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000304583	Lorry Herrera	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.47
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 1.43
INC000000304895	Steven B. Price	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000305074	Steven B. Price	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00